



SERVICE QUALITY AND THE FOREIGN PASSENGER SATISFACTION AT BIA

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ABSTRACT

This study aims to investigate foreign passengers' service quality satisfaction of the Bandaranaike International Airport (BIA) as the satisfaction would affect the number of future travelers to Sri Lanka. After determining a list of known factors affecting airport service quality, foreign passengers' satisfaction survey was carried out at the departure lounge of the BIA. Based on the collected data, a passenger satisfaction rating was compiled reflecting the users' level of the service at BIA. Apart from identifying the most significant service expect by a passenger while revealing the current satisfaction.

Keywords:

Airport, Service Quality, Satisfaction, Foreign passengers, BIA